

Call Waiting

Call Waiting allows a user to receive multiple calls at the same time. If you are on a call and you receive another call, it will display on your screen, and you'll also hear a beeping noise in the receiver. You can receive up to 3 external calls.

If you switch off Call Waiting and a call comes though whilst you're already on another call, then the new caller will get a busy tone.

Call Waiting is applicable to the individual user of a hunt group for calls made directly to their extension number. Therefore, clicking on Call Waiting will allow a call made to the user directly to be kept on hold until the user becomes free. Not selecting this option would mean an engaged tone returned where the user is receiving or answering a call in the Hunt Group.

Shortcodes

Call Waiting persistent activation - *43

Call Waiting persistent deactivation - #43

Cancel Call Waiting - *70

Enable/Disable Call Waiting for a User

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

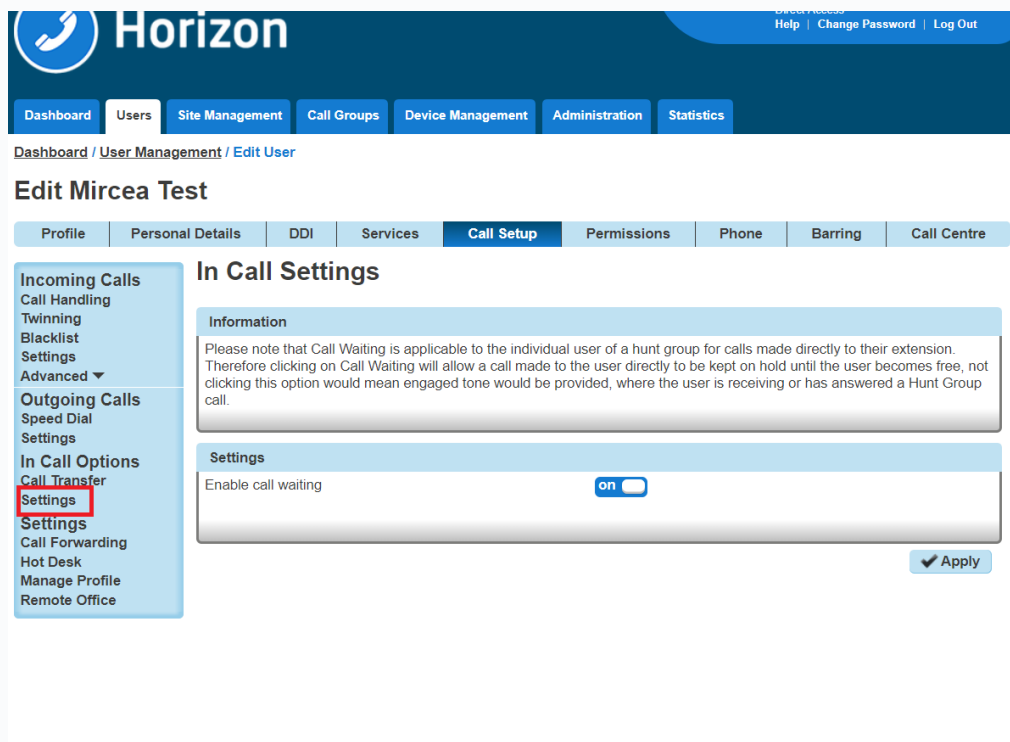
Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want Call Transfer set up for.

Locate the user and click the “Edit” button.

Step 4

In the User Management page click “Call Setup” and then under the In Call Options header select “Settings”. From here you can enable/disable call waiting.



The screenshot displays the Horizon user management interface. At the top, there is a navigation bar with the Horizon logo and user options like 'Help', 'Change Password', and 'Log Out'. Below this is a main navigation menu with tabs for 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The 'Users' tab is active, and the breadcrumb trail shows 'Dashboard / User Management / Edit User'. The main content area is titled 'Edit Mircea Test' and has several sub-tabs: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is selected. On the left, there is a sidebar menu with categories like 'Incoming Calls', 'Outgoing Calls', and 'In Call Options'. Under 'In Call Options', the 'Settings' option is highlighted with a red box. The main content area shows the 'In Call Settings' section with an 'Information' box containing a note about call waiting and a 'Settings' box with a toggle for 'Enable call waiting' set to 'on'. An 'Apply' button is located at the bottom right of the settings box.

Enable/Disable Call Waiting for a Hunt Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the "Actions" button and selecting "Login to Horizon".

Step 3

Click the "Call Groups" option and then select "Hunt Groups" so you can search for the Hunt Group that you want Call Waiting set up for.

Locate the Hunt Group and click the "Edit" button.

Horizon

Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups					
	Name	Site	Department	Phone Number	Status
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	<input checked="" type="checkbox"/>

Step 4

In the Edit Hunt Group page click "Options". From here you can enable/disable call waiting.

Edit Test Hunt Group 1

Account Options Select Users Assign Number Voicemail Advanced Settings

Ring Order

Circular
 Regular
 Simultaneous
 Uniform
 Weighted

WH?T

No Answer Action

Skip to next agent after rings
 Forward call to: after seconds

WH?T

Unreachable Action

Enable Call Forwarding when unreachable
Forward call to:
 Make hunt group busy when all available agents are unreachable

Additional Options

Enable call waiting
 Distinctive Ringing for External Calls

WH?T

Enable/Disable Call Waiting for a Call Queue Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Call Queue Groups” so you can search for the Call Queue Group that you want Call Recording set up for.

Locate the Call Queue Group and click the “Edit” button.

Call Queue Group

Name: Site:

Number: Department:

[Search](#)

Call Queue Groups						
	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	dggdfgdf	ColourfulSiteUat		(4354)	✔	Deactivate Edit
<input type="checkbox"/>	Test	ColourfulSiteUat		(8767)	✔	Deactivate Edit

[Delete Selected](#) [Add](#)

Step 4

In the Edit Call Queue Group page click "Options".

Within the Options page you can activate/deactivate the "Allow Call Waiting on users"

Edit Test

Account

Options

Users

Number

Announcements

Voicemail

Advanced Settings

Queue Settings

Queue Length: calls

- Play ringing when offering call
- Reset wait time upon entry into queue

User Settings

- Allow users to sign in/out of Queue Group
- Allow Call Waiting on users

Overflow Settings

- Play busy tone
- Transfer to phone number
- Enable overflow after calls wait seconds
- Play default announcement before overflow processing

Additional Options

off Distinctive Ringing for External Calls

Save